

Sheet1

NO\_NEXT,N,6,0 USER\_ID,C,8 LAST\_NAME,C,30 FIRST\_NAME,C,30 F\_SERVER,C,20 DEPT,C,30

Sheet1

LOCATE,C,15 PHONE,C,15 CALLTYPE,C,25 STAFFER,C,25 LEVEL,C,20 STATUS,C,10

Sheet1

PROBLEM,M SOLUTION,M IN\_DATE,D IN\_TIME,C,6 RESP\_DATE,D RESP\_TIME,C,6

Sheet1

DONE\_DATE,D DONE\_TIME,C,6 SURVEY\_OUT,L SURVEY\_IN,L Q1,C,1 Q2,C,1 Q3,C,1 Q4,C,1

Q5,M